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I N D E X

Witnesses:	Direct	Cross	direct	Re -	Re-	By	Examiner
J. Janeway							4

E X H I B I T S

Number	For Identification	In Evidence
None.		

1 JUDGE KING: Pursuant to the authority of the  
2 Illinois Commerce Commission, I now call Docket  
3 No. 00-0291. This is the petition of JD Services,  
4 Inc., doing business as American Freedom Network,  
5 a petition for withdrawal of certificate of  
6 service authority of JD Services, Inc., of Utah  
7 and for issuance of certificate of service  
8 authority for JD Services, Inc., of Nevada.

9 May I have the appearances for the  
10 record.

11 MS. SORNSON: Kristin Sornson.

12 JUDGE KING: And if you could give your  
13 business address.

14 MS. SORNSON: 11404 West Dodge Road,  
15 Suite 500, Omaha, Nebraska, 68154.

16 MR. PIEPER: This is Mark Pieper,  
17 P-i-e-p-e-r, and I'm also counsel to JD Services,  
18 and I'm at the same address as Kristin Sornson.

19 JUDGE KING: And we have with us one witness  
20 who will testify here today, Mr. John Janeway, if  
21 you could raise your right hand.

22 (Witness sworn.)

1 JUDGE KING: I don't know if there's any  
2 direct examination that you may have, Ms. Sornson  
3 or Mr. Pieper?

4 MS. SORNSON: No.

5 JUDGE KING: I have a few questions that I  
6 would ask of the witness.

7 JOHN JANEWAY,  
8 called as a witness herein, having been first duly  
9 sworn, was examined and testified as follows:

10 EXAMINATION

11 BY

12 JUDGE KING:

13 Q This petition indicates that there has  
14 been a merger in which the surviving entity is a  
15 corporation by the name of JD Services, Inc., and  
16 that corporation is organized under the laws of  
17 the State of Nevada; is that correct, Mr. Janeway?

18 A That is correct.

19 Q Okay. And in your petition it also  
20 indicates that there was a certificate issued to  
21 the merging company which was incorporated in  
22 Utah. That certificate, for the record, was

1 issued under Docket No. 95-0454 to JD Services,  
2 Inc., doing business as American Freedom Network.

3 I would ask for the record, has  
4 there been any type of notification to the  
5 customers of JD Services regarding this merger?

6 A That I'm not sure on. I imagine there  
7 has, but I'm not sure on that.

8 Q Okay. And I only ask that because I am  
9 concerned about whether or not this merger may  
10 have in any way affected their service or their  
11 ability to make payment for service. Has that  
12 changed for the customers?

13 A No, that has not changed. The only  
14 thing that has changed with this merger is the  
15 state under which we are organized.

16 Q Okay. So there should be no disruption  
17 of service or payment for service to Illinois  
18 customers under this merger?

19 A That's correct.

20 Q All right. Now, I would then ask  
21 regarding the surviving corporate entity, JD  
22 Services, Inc., of Nevada, is it your testimony

1     here today that it has the managerial, technical  
2     and financial ability to transact its business  
3     here in Illinois?

4           A     Yes.

5           Q     Okay.  And I see that it has already  
6     received a certificate to transact business here  
7     in Illinois.  I would ask you whether or not this  
8     surviving entity would have any affiliations with  
9     any other business that provides telecommunications  
10    services?

11          A     I don't quite understand what you mean  
12    by affiliations.

13          Q     Would there be any stockholders or  
14    officers of the surviving entity which also are  
15    stockholders or officers of another business that  
16    provides telecommunications services?

17          A     No.

18          Q     And approximately in how many other  
19    states does the surviving entity provide  
20    telecommunications services?

21          A     All 50, I believe.

22          Q     All right.  And are there any complaints

1 pending against the surviving company or any  
2 judgments against the company in any of these  
3 states?

4 A No, not to my knowledge.

5 Q Okay. And are you familiar with the  
6 unauthorized switching of customer or so-called  
7 slamming activities?

8 A I'm familiar with that activity, yes.

9 Q And what procedures would your surviving  
10 company set up or have they set up to guard  
11 against such types of slamming activity?

12 A Slamming doesn't occur with us because  
13 we are a prepaid telecommunications company. What  
14 that means is the customer pays up front for the  
15 card for X amount of minutes through our  
16 switches. So there is no issue of slamming or  
17 anything like that.

18 Q Okay. So the only services you will be  
19 providing will be these prepaid calling card or  
20 debit card services?

21 A That's correct.

22 Q Will your company have personnel

1 available at its business office during regular  
2 working hours to respond to inquiries about  
3 service or billing?

4 A Yes.

5 Q And will your company have technical  
6 personnel available at all times to assist  
7 customers with service problems?

8 A Yes.

9 Q And specifically how does your company  
10 propose to handle service and/or billing  
11 complaints?

12 A Well, we have a customer service  
13 department; that is, we provide each customer with  
14 a 1-800 number that connects them to that customer  
15 service department.

16 And when they call in, if they have  
17 a question regarding their card or their account  
18 with us, then the customer rep has the ability to  
19 get onto his account in realtime and also the  
20 switches and determine whether the customer is  
21 simply misreading or misunderstanding the  
22 disclosures on the card or if there is genuinely a



1     problem, and then he resolves it.

2                     If it's simply a misunderstanding

3     in the customer's mind of, you know, how his

4     account was set up or anything, then they resolve

5     it there. If the rep determines that there is a

6     problem in the switches or maybe the programming,

7     then he writes up a trouble ticket and passes that

8     on to a person in the technical department to

9     address.

10                    If that trouble ticket is not

11    addressed within 48 hours, then the customer who

12    called in will receive what he was asking for

13    whether it was complete time on the card that he

14    had or any division of the amount of time that was

15    in question.

16             JUDGE KING: Hold on one moment. I've got to

17    look through one more matter. If you could excuse

18    me for one minute.

19             THE WITNESS: Sure.

20                    (Whereupon, a recess was

21                    taken.)

22             JUDGE KING: Q I would just then confirm

1     that you are looking to maintain your books and  
2     records in the State of Nevada where your  
3     corporate office would be located?

4           A     We are looking to maintain our books  
5     where our corporate office is located; however,  
6     it's located in Salt Lake City.

7           JUDGE KING:   Okay.  I have no further  
8     questions.  Is there anything further that you  
9     would like to add?

10          THE WITNESS:   No, uhn-uhn.

11          JUDGE KING:   All right.  With there being  
12     nothing further, I'm going to bring this matter to  
13     a close.  I will ask that the record be marked  
14     heard and taken.

15                         HEARD AND TAKEN .

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